Important Warning – Read Me First!

for Power Mac® G4 (AGP Graphics) Computer Owners

Before installing the Encore™/ST G4 Duet, you MUST verify that it will work with your system!

Introduction

Some of Apple's earlier Power Mac G4 (AGP Graphics) computers were manufactured with an application-specific integrated circuit (ASIC) that prevents the use of multiprocessors. This situation results from the code contained in the Apple ASIC, which is beyond Sonnet's control.

The problem is known in those systems which have the revision 3 Uni-North ASIC (more on identifying this below). *Other Power Mac G4 (AGP Graphics) models are compatible with the Encore/ST G4 Duet.*

The Tools You Will Need

You will use Apple System Profiler, version 2.5.1 or higher, to determine your machine's compatibility with the Encore/ST. At this time, the only way to obtain this version of the utility is to install Mac OS 9.1 on your system; previous versions included with earlier OS releases (9–9.0.4) do not provide the information necessary to determine compatibility. You may download the Mac OS 9.1 update free from Apple's web site or purchase the upgrade on CD-ROM for a nominal charge from their online store.

How to Identify Problem Machines

Your system's compatibility with multiprocessing can be determined easily using Apple software that is already installed.

1. Under the Apple menu, select Apple System Profiler.
2. Select New Report under the File menu (**Figure 1**).
3. In the *New Report* window, check only the System Profile and Hardware Overview check boxes, then click OK; this will provide the cleanest report for this exercise (**Figure 2**).
4. When the *ASP report...* window appears, click the radio button next to "Text document" to reformat the report (**Figure 3**).

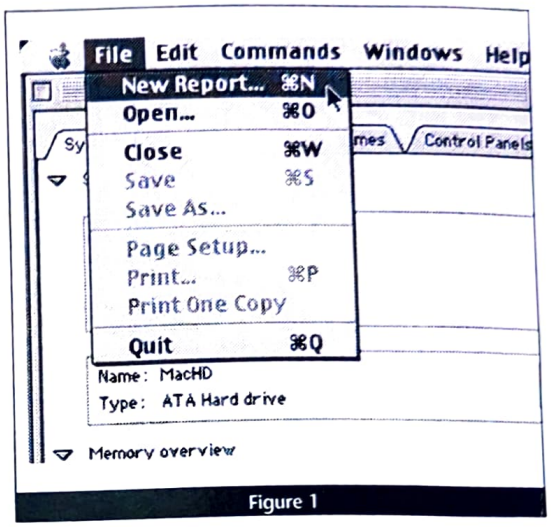

Figure 1

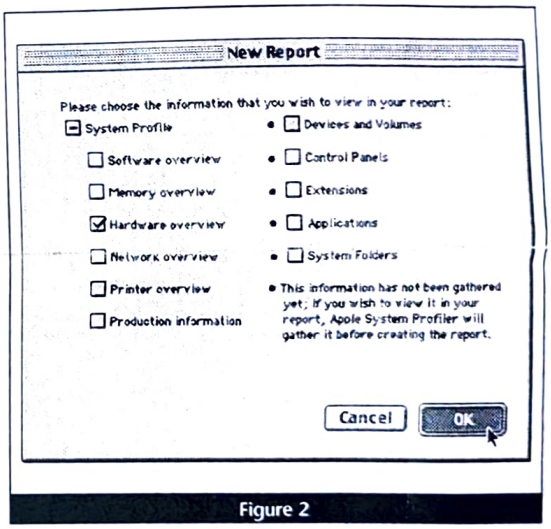

Figure 2

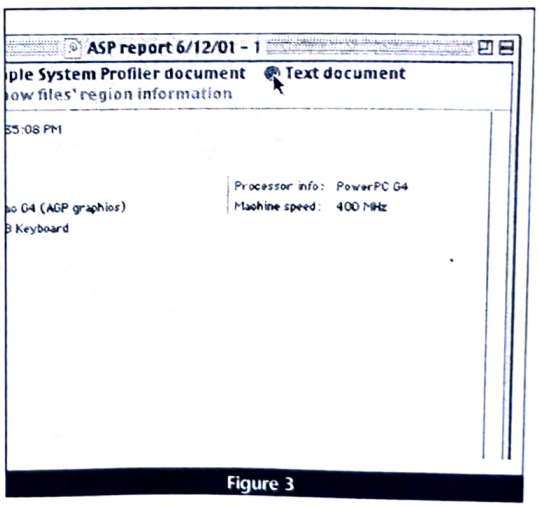

Figure 3

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5. Identify your machine type by checking the "Model name:" line **(Figure 4)**.

   - Power Mac G4 (PCI graphics) models are not compatible with the Encore/ST G4 Duet; you need an Encore/ZIF processor upgrade card instead.
   - Power Mac G4 (AGP graphics) models, proceed to step 6.
   - Power Mac G4 models, proceed to step 7.

6. In text view, the last item under the Hardware overview section is "uni-n: #". **If the Uni-North ASIC number indicated is a 3, then your system does not support multiprocessing (Figure 4)**. Sonnet is working to develop a workaround for this chip problem, but cannot guarantee a solution. With OS versions prior to 9.0.4, it is possible for the Encore/ST G4 Duet to operate trouble-free with the revision 3 ASIC, but reliability will deteriorate with an upgrade to OS 9.0.4 or later.

7. If your machine has 4 slots (3 PCI and 1 AGP) and is identified as Power Mac G4, then it is compatible with the Encore/ST. This model was identified by Apple in reference literature as the Power Mac G4 (Gigabit Ethernet).

   If your machine has 5 slots (4 PCI and 1 AGP), then it is not compatible with the Encore/ST. These models are identified by Apple in reference literature as the Power Mac G4 (Digital Audio). These models also have a 133 MHz bus and originally shipped with processor speeds of 466, 533, 667, and 733 MHz. Sonnet has not yet announced upgrades for these machines.

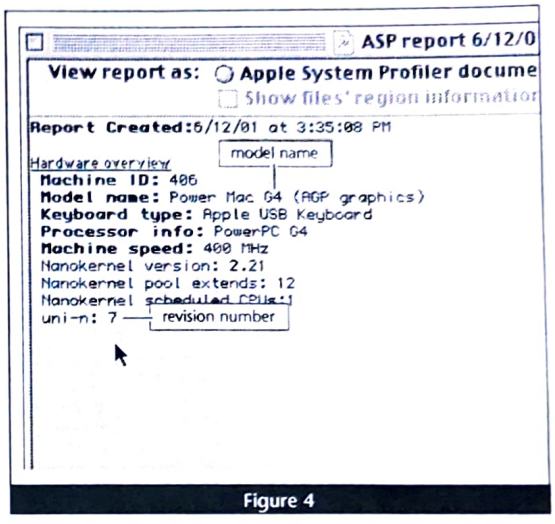

Figure 4

For more information about the differences among Power Mac G4 models, you may refer to the Apple article that addresses this issue. Log on to the Internet and type www.apple.com/support; if you do not already have Apple ID, you must create one before proceeding. Click on Knowledge Base (Expert). When the *AppleCare Knowledge Base: Expert Search* window appears, click the radio button next to Article Number, type 58418, then click Continue to view the article.

If you have an incompatible system, and have already purchased an Encore/ST G4 Duet, it is recommended that you return it immediately and request a refund.